

ANSWER IT

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GSA

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ANSWER CONTRACT FACTOIDS!

1676	Task Orders
3.20	Bids/ New Task Order
\$1.6B	Funded Sales
\$4.7B	Estimated Value

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Thelma Riusaki Sets Sights on Retirement

Ann Gladys

On January 3rd, GSA faces the loss of a very special associate as Thelma Riusaki retires from Federal service. As most of us in FTS know, the name Thelma Riusaki is synonymous with customer service. If loyalty and consistent positive feedback from internal and external clients nationwide are indications of superlative service, then Ms. Riusaki should be nominated to the Guinness Book!



Over the years, Ms. Riusaki has been a friend to all, consistently going the extra mile to assist everyone with whom she came in contact. Whether collaborating with an SDC colleague, or meeting with clients and industry partners, Thelma always brought warmth and professionalism to each encounter.

In her role as PCO for ANSWER, Thelma maintained extraordinary relationships with literally hundreds of FTS associates, clients, and industry partners with whom she worked. She has worked with each of them on a fair and equitable basis, and never missed the opportunity to provide each of them a basis from which to shine professionally!

The end of Ms. Riusaki's 23+ year Government career is upon us and we are blessed and fortunate to have worked with her. Congratulations and the best in all to you, Thelma. You will always remain in our hearts.

ANSWER SDC FY02 Calendar in Review

Sherrie Householder

January – Sherrie Householder designed and conducted the Risk Mitigation in Procurement Seminar for the National Contract Management Association (NMCA) in San Diego.

February – Bill Archambeault conducted the third Past Performance Survey for ANSWER. The results of the survey exceeded expectations with an overall average of 4.48 out of 5.0. Five industry partners; Anteon Corp, Booz.Allen & Hamilton, CSC, DynCorp, and Litton-PRC, received the coveted ANSWER "Brass Ring" Award by exceeding their contract pre-award scores.

March – Paul Martin, acting as PCO for the Connections Procurement oversaw and took receipt of national level contract proposals.

April – Seventy representatives from the ANSWER SDC, other government organizations, and industry conducted the Tech Refresh Summit III for ANSWER focusing on the areas of Homeland Security, Modeling and Simulation, Environmental Systems, Communication, and Web Evolution.

May – Stephen Perry, GSA Administrator, presented the ANSWER SDC with a Meritorious Team Award. Awardees included Ann Gladys, Sherrie Householder, Thelma Riusaki, Mimi Bruce, Paul Martin, and Sheila Leonard.

June – Fed Learn and the ANSWER SDC worked together to award a significantly large and complex order to provide total online training delivery and management solutions for DAU.

July – Solutions Edu added six additional courses to meet the demands of GSA's acquisition professionals, with topics including; Section 508, COR/COTR Duties and Responsibilities, Earned Value for Multiple Award Contracting, Contract Administration, Writing Statements of Objectives (SOOs), and Selecting Contract Type.

August – Thelma Riusaki issued a major modification to ANSWER to provide technical refreshment, most notably in the area of Homeland Security.

September – Ron Heald co-instructed a specialized Solutions Edu course tailored to meet the needs of the Army in Korea that combined the elements of Performance-Based Contracting, Contracting for Services, and COR/COTR training.

October – Through the efforts of Sherrie Householder and Jill Schillinger, Solutions Edu received approval from the International Association of Continuing Education and Training to issue Continuing Education Units.

November – ANSWER SDC inducted 60 GSA associates into the Hall of Fame. The annual Hall of Fame recognizes GSA associates for their multi-million dollar task orders across numerous and highly complex projects.

December – On December 19th, the ANSWER SDC received notification of transition to FSS. This action will improve GSA's capability to provide best value solutions to GSA's client agencies by combining and realigning organizational entities.

Army Focuses on Biometrics for a Positive ID

Jill Schillinger



The FTS Sonoran Area Office (SAO) and the ANSWER contract play an integral role in the design and implementation of biometrics technology throughout DoD.

By supporting the Army Information Assurance task at Ft. Huachuca, AZ, the SAO and ANSWER contractor ISS provide solutions for all technical support, including engineering, testing, and modeling necessary to ensure the success of the Biometrics program. Joe Bacao, Director, SAO, Region 9, stated that his office "serve[s] as an impartial bridge to the best technology industry has to offer, and in this case, the ANSWER contract and its stellar support staff uniquely positioned us to deliver innovative, cost-effective solutions that go deeper than mere product configurations."

Biometrics is an emerging technology that employs automated methods of capturing physical characteristics to verify and authenticate identities. Common biometrics includes fingerprint reading, iris scanning, speaker and voice verification, facial scanning, and hand geometry. Biometrics can be used as security authenticators for both information and physical access. This task order provides for immediate introduction of effective information assurance systems in the DoD force structure. It also provides for a biometrics ready computer (BRC) program based on "off the shelf" software and requirements for creating a central repository for storage of biometrics templates, modeling and simulation capabilities, and testing and evaluation skills.

3GS Moves Ahead Smartly

Mimi Bruce

Mimi Bruce, ANSWER Client Support Director, has joined the 3GS extended team to represent all the SDCs at three functional review sessions. These sessions are scheduled in Reston, VA for November 21-22, December 18-19, and February 3-4th and will be comprised of extended team members, functional subject matter experts, Directors and business unit liaisons to review progress to date, and to raise issues and concerns before signing off on new processes. Utilizing a core team approach, comprised of FTS and Unisys team participants, the core teams will work in Reston, VA for the next 16 months to design the new system, work on new processes, and develop training materials.

The FTS 3rd Generation System (3GS) is an enterprise-wide modernization effort that will support the FTS business processes and propel FTS business lines into the next millennia. The 3GS effort, awarded to Unisys under the Millennia Contract, will provide improved data integration and accuracy; integrate the FTS business process under a single IT architecture; more fully exploit the capabilities and benefits of e-Commerce technology; and leverage state-of-the-art technology to reduce internal IT costs, improve systems integration and streamline systems maintenance.

The November functional review session defined the hierarchical processes of 3GS on the first day and followed with the process for a simple commodity by the second day. Questions were developed by audience participants and then fully answered by the core teams. The success of each review session will rest on audience buy-in before continuing to the next review phase. The November review session received 100% consensus by all attending Regions, FEDSIM and SDC membership. The next

ANSWER Prepares for Performance Survey

Bill Archambeault

In preparation for its annual Past Performance Survey of the ANSWER contract, the ANSWER SDC has begun an in-depth analysis of the IT Solutions Shop database to verify all task orders active during the performance period (11/01/2001 – 10/31/2002). With the assistance of the ANSWER Industry Partners, the SDC is verifying task order number, period of performance, and the e-mail address of the ITM of record, as well as the e-mail address of the end-user client.

The SDC is conducting this pre-survey verification to achieve maximum participation and accuracy in the survey. This year's survey will be e-mailed on or about January 13, 2003 to all ITMs and end-user clients. The SDC would like to thank survey participants in advance for their role in this important function. We couldn't do it without you!

Welcome to Monte Jagers

Bill Archambeault



On December 16th, Monte Jagers joined the ANSWER SDC as a Client Support Manager in the Oakland Office. Ms. Jagers hails from the Deputy Assistant Secretary Office of the Army in Falls Church, VA, where she served as a Congressional Liaison and Procurement Analyst.

Monte's cross-functional experience in acquisition policy formation and contract analysis will prove most valuable to the ANSWER Program. Ms. Jagers maintains DAWIA Level III certification, and is a certified Cost Analyst. Monte is a graduate of Memphis State University with a degree in Mathematics. Welcome aboard, Monte!

December-January Events

Date: 12/18-12/19
Location: Reston, VA
Event: 3GS Functional Design Review

Date: 1/13-1/17
Location: San Francisco, CA
Event: ANSWER^{PRIME} Pre-RFP Planning Session

Date: 1/14-1/16
Location: San Diego, CA
Event: AFCEA West Conference

Date: 1/15
Location: NCR
Event: Solutions Edu-Sec 508

Date: 1/16
Location: FEDSIM
Event: Solutions Edu-Sec 508

Date: 1/22
Location: San Diego, CA
Event: ANSWER Board Meeting

Date: 1/27-1/31
Location: Washington, DC
Event: Solutions Edu-PBSOW

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